

WACO HOUSING AUTHORITY & AFFILIATES

POSITION DESCRIPTION

TITLE: HCV Program Manager

EXEMPT

SUPERVISOR: President/CEO

Duties and Responsibilities

The HCV Program Manager is responsible for the strategic leadership, oversight, and operational effectiveness of the Housing Authority's Housing Choice Voucher (HCV) programs, including but not limited to HCV, PBV, EHV, VASH, RAD, and Mainstream programs. This role ensures compliance with U.S. Department of Housing and Urban Development (HUD) regulations and supports the agency's mission to provide safe, decent, and affordable housing for low-income families.

Key Responsibilities

Program Leadership and Compliance

- Directs daily operations of all Section 8 programs and ensures compliance with HUD, state, and federal regulations.
- Oversees quality control systems for eligibility, leasing, inspections, re-certifications, and records management.
- Ensures accurate reporting through HUD systems (PIC, EIV, MTW, etc.) and addresses error correction protocols.
- Maintains and updates the HCV Administrative Plan, incorporating regulatory changes and best practices.
- Coordinates audits and program assessments (SEMAP, RIM), developing and implementing corrective action plans as needed.

Strategic Planning and Community Engagement

- Leads initiatives to expand landlord and tenant participation, including outreach and education efforts.
- Liaises with Continuum of Care and other community partners to strengthen housing stability initiatives.
- Supports program innovation, such as homeownership and mobility counseling initiatives.
- Represents the Authority at community meetings, conferences, and HUD workshops.

Personnel and Operations Management

- Supervises, trains, and evaluates a multidisciplinary team of 15+ staff, fostering professional development and performance excellence.
- Assigns priorities and ensures efficient workload management across program functions.
- Conducts internal training sessions to ensure staff remain current on HUD guidance and local policy updates.

Financial Oversight

- Oversees program budgeting and funding allocation, including preparation of annual budgets and HAP funding requisitions.
- Authorizes Housing Assistance Payments (HAPs), and reviews invoices for accuracy and compliance.
- Processes and resolves landlord damage claims, ensuring fairness and adherence to policy.

Inspections and Housing Quality

- Ensures timely and thorough Housing Quality Standards (HQS) inspections and re-inspections.
- Supports inspection staff in resolving deficiencies and negotiating with landlords.

Key Performance Indicators

- Achieve and maintain a high-performance rating on SEMAP indicators.
- Ensure 100% compliance with HUD regulations and program requirements.
- Maintain a production accuracy rate of 95% or higher for staff transactions.
- Resolve participant and landlord/owner non-routine issues within established timelines.
- Meet all internal audit and external regulatory deadlines without exceptions.

Required Qualifications

- Bachelor's degree in public administration, Business, Urban Planning, Social Services, or a related field.
- At least five (5) years of progressively responsible experience in housing program management, including three (3) years in a supervisory or leadership role.
- 5+ years of experience supervising employees in a customer service-oriented environment.
- Comprehensive knowledge of federal housing programs, specifically the Housing Choice Voucher Program.
- HQS Certification and Section 8 Management Certification (or ability to obtain within 6 months).
- Strong understanding of HUD systems such as PIC, EIV, and SEMAP requirements.

Skills and Competencies

- Strong leadership, decision-making, and interpersonal skills.
- Exceptional organizational and time management skills.
- Proficient in MS Office and housing management software.
- Excellent written and verbal communication.
- Demonstrated ability to collaborate with diverse community stakeholders and government agencies.

Work Environment and Physical Requirements

- Primarily office-based with periodic on-site inspections or community meetings.
- Occasional travel is required for training, conferences, and inter-agency collaboration.
- Must possess a valid Texas driver's license and be eligible for fleet insurance coverage.

Supervisory Scope

- Directly supervises program managers, counselors, and administrative staff.
- Responsible for team performance evaluations, training plans, and disciplinary actions in coordination with the CEO.